



Installation Guide for UNIX®



IDL Version 5.4
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Before You Begin

- **Locate Your RSI Product Registration Form** — You may have already received your RSI Registration form by electronic mail or fax. It provides your product installation number and additional information about licensing IDL. If you haven't received it, first install IDL and then see [“Contacting Research Systems”](#) on page 34 for assistance. You do not need this form to install and run IDL in demonstration mode.
- **Check Your UNIX Version** — Make sure that you are running on one of the supported UNIX versions listed in [“IDL 5.4 System Requirements”](#) on page 6, or a UNIX version that is binary-compatible with one of these versions.
- **You Must be Running X Windows to Install IDL** — The IDL installation program has a Motif graphical user interface and requires you to be running X Windows. If you cannot install from a machine running X Windows, see the instructions in the `/unix/install/no_gui` directory on your IDL CD-ROM.

IDL 5.4 System Requirements

Disk space required — 200 MB (typical installation)

Network Interface Card — Product licensing procedures require a system equipped with TCP/IP addressable network communication card (for example an ethernet card) and TCP/IP service.

Operating Systems supported[†]—

Platform	Hardware	Operating System	Supported Versions
Compaq	Alpha	Tru64 UNIX	4.0
	Alpha	Linux	Red Hat 6.2 ^{††}
HP	PA-RISC	HP-UX	10.20, 11
IBM	RS/6000	AIX	4.3
Intel	Intel x86	Linux	Red Hat 6.0, 6.2 ^{††}
SGI	Mips	IRIX	6.4, 6.5
SUN	SPARC	Solaris	2.6, 7, 8
	SPARC (64-bit Ultra)	Solaris	7, 8
	Intel x86	Solaris	2.6, 7

[†] For UNIX, the supported versions indicate that IDL was either built (the lowest version listed) or tested on that version. You can install and run IDL on other versions that are binary compatible with those listed.

^{††} IDL 5.4 was built on the Linux 2.2 kernel with glibc 2.1 using Red Hat Linux. If your version of Linux is compatible with these, it is possible that you can install and run IDL on your version.

IDL Licensing and Product Options

Licensing Options

There are three types of IDL licensing: Demonstration, Evaluation and Purchased (or permanent). The differences between each type are:

License	Description
Demonstration	Restricted, seven minute access to IDL for demonstration purposes. No license is necessary. See “Running IDL in Demonstration Mode” on page 9 for more information.
Evaluation	Full access to all functionality for a specified number of days. After installing IDL, see “Installing an Evaluation License” on page 16 for licensing instructions.
Purchased/ Permanent	Full access with no time or functionality constraints. After installing IDL, see “Installing a Permanent License” on page 17 for licensing instructions.

Product Options

Three renditions of IDL are available: standard IDL, IDL Academic Edition and IDL Runtime.

Category	Description
IDL	This is the standard version of IDL offering full access to all of the software's features including the ability to run and compile programs.
IDL Academic Edition	This version of IDL provides full access to all of the software's features for qualified academic customers.
IDL Runtime	IDL Runtime lets users run IDL applications and other IDL-based programs that have been packaged as IDL .sav files. The IDL development environment, the ability to compile programs, and the command line are not accessible from applications on Runtime licenses.

Tip

To see some of the many ways IDL can help visualize data, start the Demo Applications. See [“Running the IDL Demo Applications”](#) on page 9 for instructions.

Running IDL in Demonstration Mode

If you want to run IDL without any licensing information, you can install and run it in Demonstration mode. To run IDL in demonstration mode, complete the following steps:

1. **Install IDL.** See, [“Installing From the IDL CD-ROM”](#) on page 11.
2. **Set up and run IDL.** See, [“Running IDL”](#) on page 29. IDL will start in demonstration mode which allows you to run a 7-minute session.

Running the IDL Demo Applications

To see some of the many ways IDL can help visualize data, start the Demo Applications after you have installed and licensed IDL (see [“Installing IDL”](#) on page 10) or after you have installed IDL in demonstration mode (see [“Running IDL in Demonstration Mode”](#) on page 9). Start IDL by using one of the following methods:

- From the UNIX prompt enter `idldemo`
- From the UNIX prompt, start IDL by typing `idlde` and then type `demo` at the IDL prompt.

Note

If `idldemo` or `idlde` do not work, you need to set IDL environment aliases. See [“Setting Access to IDL and the License File”](#) on page 27.

Installing IDL

This section describes how to install and license IDL 5.4 for UNIX.

Mounting the IDL CD-ROM

Some platforms automatically mount the CD-ROM when you insert it into your CD-ROM drive. In most cases, the CD-ROM will be mounted as:

```
/cdrom/idl_54
```

The following instructions work in most cases for the platform listed. Consult your operating system documentation for instructions on mounting a CD-ROM on your system.

Note

Replace *CDROM-Dev* with the actual name of the CD-ROM drive on your system. Type mounting commands as a single line. On most systems, you must have root permissions to mount the CD-ROM.

Platform	CD Mounting Command	Typical <i>CDROM-Device Name</i>
Compaq Tru64	/usr/sbin/mount -t cdfs -r -o rrip <i>CDROM-Dev</i> /cdrom	/dev/rz4c
HP-UX	mount -r -F cdfs -o cdcase <i>CDROM-Dev</i> /cdrom	/dev/dsk/c1t2d0

Platform	CD Mounting Command	Typical <i>CDROM-Device Name</i>
IBM AIX	mount -r -v cdrfs <i>CDROM-Dev</i> /cdrom	/dev/cd0
Linux	mount -o ro -t iso9660 <i>CDROM-Dev</i> /mnt/cdrom	/dev/cdrom
SGI IRIX	(automatically mounted as /CDROM)	
SUN Solaris	(automatically mounted by volume manager as /cdrom/idl_54)	

Remember how your CD-ROM has been mounted, and use this path in place of *CDROM-PATH* in the installation instructions.

Installing From the IDL CD-ROM

To install IDL 5.4, complete the following steps:

Note

If you are installing IDL in a public directory, make sure you have root or similar permissions before running the installation script.

1. **Execute the installation script.** Enter the following command:

```
/bin/sh /CDROM-PATH/unix/xinstall.sh
```

where *CDROM-PATH* is the path to your CD-ROM drive.

The Product Installation dialog appears.

2. **Read and accept the license agreement.** To continue the installation, you must accept the terms of the Research Systems license agreement. Click **Yes** to continue.
3. **Choose the installation directory.** The directory listed next to the **Set Directory** button is the directory under which the `idl_5.4` directory will be created. The default installation directory is `/usr/local/rsi`. To change the default, click **Set Directory**. If you do not have write permissions for the selected directory, it will appear as gray text. The selected directory will be created for you if it does not already exist.
4. **Select the features to install.** You can move the mouse pointer over each option to display information about that option. Select the check box next to each feature you want to install.
5. **Select the platforms to install.** This defaults to the platform on which you are running the installation script. Select or deselect platforms by clicking on the check box next to the option. Select the appropriate platforms for any machines that will run IDL on your network. When installing on a 64-bit machine, both the 32 and 64-bit check boxes will be checked by default.
6. **Verify your Selections.** When you have selected the product, installation directory, installation type, options, and platforms for your IDL installation and have made sure you have enough disk space, click **OK**.

7. **Begin the Installation.** If the options shown in the dialog are correct, click **Install** to begin the installation process. If the options are not correct, click **Cancel** to return to the Product Installation dialog.

Note

If you have a previous version of IDL installed on your system, you may encounter tar errors. These errors are related to the creation of symbolic links or to the replacement of programs that are running during installation. Most tar errors can safely be ignored. Select **Continue** to proceed with the installation. The following are examples of tar errors you may encounter:

```
tar:idl_5.4/resource/x11/lib/C: Not a directory
tar:idl_5.4/bin/bin.platform/idl_lmgrd:Cannot create
```

Make a note of the tar errors. If IDL does not run properly after you finish your installation, contact Research Systems technical support.

8. **Set up symbolic links.** Once the installation script has finished copying files to the installation directory, the Product Environment dialog appears prompting you whether or not to create symbolic links.

Symbolic links are shortcuts to the IDL executables that you can create in your home directory or in any directory you specify that

users can execute to start IDL. If you want to create symbolic links, click **Create Links**. The Product Links dialog appears.

If you choose not to create symbolic links at this time, you can create them after installing IDL by doing one of the following:

- Use the *RSI-Directory/idl_5.4/bin/install* executable to create the symbolic links for you.
RSI-Directory denotes the directory where you have installed IDL. You must execute this script from the *RSI-Directory*. Enter the following to create the symbolic links:

```
cd RSI-Directory  
idl_5.4/bin/install idl 5.4
```
- Make note of the commands you will need to execute to manually create symbolic links. These commands are displayed at the end of the installation process.

9. **Choose the directory in which to create the symbolic links.**

This can be your home directory or any other directory from which you want to start IDL. The default directory is */usr/local/bin*. This is a directory which is commonly in a user's paths already. To change the default, click the **Set Directory** button. If you do not have write permissions for the selected directory, it will appear as gray text. The selected directory will be created for you if it does not already exist.

Your installation is now complete. The Installation Complete dialog reports any errors that may have been encountered during installation. Proceed with the next step, licensing IDL.

Note

To license IDL on Alpha Linux, select **No** in the License IDL dialog and see [“Licensing for Alpha Linux”](#) on page 32 for instructions.

10. **License IDL.** To start the licensing wizard now, click **Yes**. For node-locked and floating licenses, see [“Installing a Permanent License”](#) on page 17, or for evaluation licenses, see [“Installing an Evaluation License”](#) on page 16. You can license IDL at a later time by typing `rsilicense` at the UNIX prompt. To license IDL at a later time, or to run IDL only in seven minute demonstration mode, click **No**.

Note

You need to set user environments to access the newly installed Research Systems software. When you have finished with the installation and licensing wizards, see [“Setting Access to IDL and the License File”](#) on page 27.

Unmounting the CD-ROM

You can now unmount the CD-ROM using one of the following commands where *CDROM-Device* is the name of your CD-ROM drive.

```
umount /CDROM-Device or eject /CDROM-Device
```

Installing an Evaluation License

After installing IDL, use the licensing wizard to install your evaluation license. If you have not received a Registration form, which contains your key code, see [“Contacting Research Systems”](#) on page 34.

If you have exited the installation program, type `rsilicense` at the UNIX command prompt. If you have problems with this command, you may need to set environment aliases. See [“Setting Access to IDL and the License File”](#) on page 27.

1. **Access the Evaluation License dialog.** Select the **Evaluation** button on the Product Licensing dialog.
2. **Enter your license information.**
 - Select the product — Select the product you wish to license from the drop-down list. Only installed products are displayed.
 - Enter the expiration date — For example, 12-oct-2000.
 - Enter the key code — Enter the key **exactly** as it appears on your Registration form and click **Next**.
3. **Exit the licensing wizard.** Click **Finish**. IDL is now licensed.

If you have saved your license file in a directory other than `/usr/local/rsi/license`, see page 23 for instructions on setting the `LM_LICENSE_FILE` path. When your trial period expires, an error message appears stating this fact when you start IDL. Until re-licensed, IDL will operate only in timed Demonstration mode.

Installing a Permanent License

To license IDL, open the licensing wizard by typing `rsilicense` at the UNIX prompt. If you have problems with this command, you may need to set environment aliases. See [“Setting Access to IDL and the License File”](#) on page 27.

Note

The electronic registration program will not be able to retrieve the correct information if you do not have a TCP/IP addressable network communication card (for example an ethernet card) and you do not have the TCP/IP service set up on your system.

To license IDL, you need to prepare a license request file. The licensing wizard guides you through the creation of a request file that will contain all of the information necessary for Research Systems to create a valid license file for you.

Note

If you have purchased a node-locked or floating license, the licensing wizard must be run from the machine where you have installed IDL. If you do not have e-mail capabilities on your server machine, you can run the license request wizard on your server and transfer the resulting `request.txt` file to a machine with e-mail capabilities to send the file to Research Systems or your local distributor.

Preparing a License Request

The installation number from your product Registration form is necessary to complete the license request. If you have not received it, see [“Contacting Research Systems”](#) on page 34 for assistance.

1. **Begin the license request process.** Click **Permanent** from the Permanent Licensing dialog.
2. **Prepare a Request file.** Click **Request** to prepare a license request file to submit to Research Systems. This request file will contain information needed to create a valid license file.
3. **Enter your information.** In the Product Licensing dialog, complete the following information:
 - **Contact Person** — Enter the name of the person to whom the license file should be sent.
 - **Email Address** — Enter the e-mail address of the contact person.
 - **Installation Number** — Enter the installation number found on the Research Systems Product Installation Form.
 - **Site Notice** — Enter the name which appears in the following format when you launch IDL: “licensed for use by <your site notice>.” This is typically your company name, department, or project.

4. **Select the license type.** Select either **Node Locked** or **Floating**. The licensing wizard automatically generates the correct name and LMHostid. Do not modify these values.
 - **Comments** — Enter any comments you may have.Click **Next** to continue.
5. **Review your license request.** If the information is correct, click **Next** to save the license request file and proceed. If the information is incorrect, edit it in the text window or click **Back** to make any corrections.
6. **Send the license request file.** Click **Next** to send the license request file to Research Systems. If you did not purchase IDL directly from Research Systems, send the file to your local distributor.

Note

If you can't send e-mail from your machine or if you receive a message stating that an attempt to send the e-mail was unsuccessful, see the following section, "Manually Sending a License Request." A license file will be generated and sent to you at the e-mail address or fax number you supply.

7. **Exit the licensing wizard.** Click **Finish** to exit the license request program.

When you receive your license file from Research Systems, run the licensing wizard again to install your license file. See “[Installing a Permanent License](#)” on page 17 for instructions.

If you do not receive a license file or any confirmation that the request was received, see the section below to manually re-send the request. To contact Research Systems, see “[Contacting Research Systems](#)” on page 34.

Manually Sending a License Request

To manually send a license request, select the appropriate step below and e-mail your request to register@ResearchSystems.com or fax the request file text to Research Systems at 303-786-9909. If you did not purchase IDL directly from Research Systems, send the file to your local distributor. *RSI-Directory* denotes the directory where you have installed IDL.

- **From the licensing wizard** — Select **Back** to display the request file. Copy all of the request information into an e-mail message or fax this text to Research Systems.
- **Outside of the licensing wizard** — Copy the request file, located in *RSI-Directory/license/rsi_request.txt*, and send it by fax or e-mail.

Installing a Permanent License File

To license IDL using a node-locked license or a floating license, you need to install your license file. If you have not requested your license file from Research Systems, see [“Preparing a License Request”](#) on page 18 for instructions.

1. **Start the IDL Licensing Wizard.** Type `rsilicense` at the UNIX command prompt.
2. **Display the Permanent Licensing dialog.** Select **Permanent** and then **License** from the licensing wizard dialogs.
3. **Enter your license file.** Paste the text of the license file into the dialog, or click **Browse** to select the license file which you have named `license.dat`. When pasting in your license file, remove any header lines that are included in the file but keep the comment lines that begin with the “#” character. If you have received your license file via fax or other hardcopy method, enter the information directly into the text window.

Note

Make sure the DAEMON line of the license file points to `RSI-Directory/idl_5.4/bin` directory where *RSI-Directory* is the directory where you have installed IDL. Correct this path before proceeding. For more information on node-locked and floating license issues, see [“Chapter 2: UNIX License Management”](#) in the *License*

Management Guide, located in the `/info/docs` directory of your CD-ROM.

4. **Save the license file.** Click **Next** to save the license file in the default directory where you have installed IDL,
RSI-Directory/license/license.dat
If you have installed the license file in a different location, you must set the environment variables, as described on page 23, to point to the `license.dat` file before starting IDL or the license manager.

Note

If you receive a message that there is an existing license file, save the existing file under a different name before proceeding. While the new license usually contains information for all currently licensed products, save the old file as a safeguard against destroying license information. Continue with licensing to save the new license file in the default location.

5. **Exit the licensing wizard** — Click **Finish**. The IDL license file is now installed. However, you must start the license manager to run IDL. Proceed with the following steps before starting the license manager.

Note

If you have other software that uses Globetrotter Software's FlexLM license manager, see [“Multiple Applications That Use The Same](#)

[License Manager](#)” in the UNIX chapter of the *License Management Guide* located in the `/info/docs` directory.

6. **Set the `LM_LICENSE_FILE` environment variable.** If you have chosen to put your license file in a location other than *RSI-Directory*/license/license.dat, you must define the UNIX environment variable `LM_LICENSE_FILE` to the path of the license file.

For example, if you save your license file as:

```
/myhome/license.dat
```

define the `LM_LICENSE_FILE` variable as follows:

For C shell:

```
setenv LM_LICENSE_FILE /myhome/license.dat
```

For Korn shell:

```
export LM_LICENSE_FILE='/myhome/license.dat'
```

7. **Set the `IDL_DIR` environment variable.** Define the `IDL_DIR` environment variable for the license manager as follows, where *RSI-Directory* is the main installation directory for IDL:

For C shell:

```
setenv IDL_DIR /RSI-Directory/idl_5.4
```

For Korn shell:

```
export IDL_DIR='/RSI-Directory/idl_5.4'
```

8. **Starting the License Manager Daemon.** The license manager daemon must be running before you can use IDL. Start the daemon by entering the following:

```
RSI-Directory/idl_5.4/bin/lmgrd
```

Note

Before users try to access IDL, you need to be sure to set IDL related environment variables and access to the license file. See [“Setting Access to IDL and the License File”](#) on page 27 for instructions.

Note

These instructions cover most situations. For detailed license management information, for information on an error message, or for permissions needed to run and shut down the license manager, see [“Chapter 2: UNIX License Management”](#) in the UNIX chapter of the *License Management Guide*, located in the `/info/docs` directory.

Starting the Daemon at Boot Time

You can automatically start the license manger daemon by adding the command, `RSI-Directory/idl_5.4/bin/lmgrd`, to your system startup script, or by installing and configuring the `sys5_idl_lmgrd` boot time startup script, as described below:

Note

The following instructions may differ for your platform. For additional information, refer to your host operating system documentation or the man pages for `init`, `rc0`, `rc2`, and `rc3`.

- **IBM AIX** — Using any text editor, add the license manager startup command, *RSI-Directory/idl_5.4/bin/lmgrd*, to the end of the `/etc/rc` file.
- **Linux** — Using any text editor, add the license manager startup command, *RSI-Directory/idl_5.4/bin/lmgrd*, to the end of the `/etc/rc.d/rc.local` file.
- **Sun Solaris, SGI IRIX, HP/UX, and Compaq Tru64 UNIX** — You must place a controlling script in a directory (usually `/etc/init.d` or `/sbin/init.d`) and create links to that script which runs at system startup and shutdown. A template for the controlling script can be found in the file *RSI-Directory/idl_5.4/bin/sys5_idl_lmgrd*. This file contains instructions on how to customize this script for your system, copy the file to the appropriate directory, and create the links that will automatically run the script at boot time.

Managing Access to Licenses

Administrators can customize IDL license management by creating an options file. This file allows administrators to:

- Allow or deny access to a product or product features.
- Reserve licenses for users or groups.
- Control what is logged in the report log file.

Note

You must stop and restart the license manager each time the options file is altered for any changes in the options file to take effect.

If you are interested in creating an options file, see [“Managing Access to Licenses”](#) in the UNIX chapter of the *License Management Guide*, located in the `/info/docs/idl` directory of your CD-ROM. There you will find detailed instructions, a list of available keywords and examples to help you easily create an options file.

Setting Access to IDL and the License File

To assure that when a user logs in, the environment is automatically set up for them, complete the following steps to reference a file containing IDL-related environment variables and aliases.

1. **Modify each user's .cshrc or .profile file using any plain text editor.**

For C shell, have each user add the following line to their .cshrc file: `source RSI-Directory/idl_5.4/bin/idl_setup`

For Korn shell, have each user add the following line to their .profile file:

```
. RSI-Directory/idl_5.4/bin/idl_setup.ksh
```

where *RSI-Directory* is the main installation directory for IDL.

2. **Execute your .cshrc or .profile file.** Log out and log back in to execute the .cshrc or .profile file or execute the file from the home directory using one of the following commands.

For C shell: `source .cshrc`

For Korn shell: `. .profile`

Accessing the License File

You can set client machines to access the server machine's license file using the server's *port@host* setting. Set each client machine's `LM_LICENSE_FILE` environment variable to *serverport@servername*, for example:

For C shell:

```
setenv LM_LICENSE_FILE 1700@hal
```

For Korn shell:

```
export LM_LICENSE_FILE='1700@hal'
```

Alternately, you can install a local copy of the license file on each client machine. If you have installed the license file in a path other than the default *RSI-Directory/license* directory, you must use `LM_LICENSE_FILE` to define the actual path of the `license.dat` file as described on page 23.

Running IDL

You can now start IDL or any of the following executables by entering one of the following commands:

- For IDL without its Motif GUI environment, enter `idl` at the system command prompt. IDL command line access is available at the UNIX prompt.
- For IDL with a GUI environment, enter `idlde` at the system command prompt. This starts the IDL Development Environment.

Other available commands include:

<code>rsilicense</code>	Starts the licensing wizard.
<code>idldemo</code>	Starts the IDL demo applications. You can also type <code>demo</code> at the IDL prompt after you have started IDL.
<code>idlman</code>	Runs IDL online manuals.
<code>idlhelp</code>	Displays the IDL Online Help. You can also enter <code>?</code> at the IDL prompt after you have started IDL.

Note

If the previous commands do not produce the expected results, you need to set IDL environment aliases. See [“Setting Access to IDL and the License File”](#) on page 27.

Troubleshooting Your IDL Installation

If you have problems starting IDL or it runs in demonstration mode after completing the licensing steps, complete the following troubleshooting steps and try starting IDL again. If the problem persists, see the [“Troubleshooting”](#) section for UNIX in the *License Management Guide* located in the `/info/docs` directory.

Note

RSI-Directory denotes the directory where you have installed IDL.

1. Is the proper executable file in your command search path?

Enter the following command at the UNIX prompt:

```
which idl
```

This tells you if IDL is in your command search path and where it is. If this command does not report the following path:

```
RSI-Directory/idl_5.4/bin/idl
```

see [“Setting Access to IDL and the License File”](#) on page 27.

2. Are the file permissions correct?

If you receive a “Permission denied” error when you try to run IDL, check the permissions set on all the executables. They should have execute permissions set for all categories. Set execute permissions by entering:

```
chmod ugo+x RSI-Directory/idl_5.4/bin/*/*
```

3. **Does IDL know the location of the main IDL directory.** The environment variable `IDL_DIR` must be defined to the path to the IDL directory. Enter the following UNIX command:

```
echo $IDL_DIR
```

`IDL_DIR` should be set to *RSI-Directory/idl_5.4*. If not, you probably have not run the `idl_setup` or `idl_setup.ksh` file. Enter the following:

For C shell:

```
setenv IDL_DIR RSI-Directory/idl_5.4
```

For Korn shell:

```
export IDL_DIR='/RSI-Directory/idl_5.4'
```

4. **Is the license manager running?** The `lmstat` license manager utility provides information on the status of the license manager. Enter:

```
RSI-Directory/idl_5.4/bin/lmstat
```

If any error messages are present, see the [“Troubleshooting”](#) section for UNIX in the *License Management Guide*, located in the `/info/docs` directory on your IDL CD-ROM.

If you are still having problems, see [“Contacting Research Systems”](#) on page 34.

Licensing for Alpha Linux

Licensing for Alpha Linux requires Research Systems to interactively create a license file for your IDL installation. You will need to contact RSI Technical Support during business hours to license IDL.

Note

To reach Technical Support, dial (303) 413-3920 from 8 a.m. to 5 p.m. mountain time.

After installing IDL, complete the following steps:

1. Change to your *RSI-Directory*/idl_5.4/bin directory where *RSI-Directory* is the directory where you have installed IDL.
2. Source the IDL environment variables by typing:

```
source idl_setup
```
3. Begin the licensing process by typing the following command:

```
genver
```

The *genver* program reports that it is creating a trial validation file and outputs a value for “Your number for today is:” that RSI requires to generate your license file.
4. *Keep the genver program running* and call Research Systems Technical Support. You will receive values for both the trial length period and for the RSI supplied installation key.

IDL is now licensed. When your trial period expires, you will need to repeat this process to maintain IDL in licensed mode.

Installing Adobe® Acrobat® Reader

IDL online manuals (which are installed with IDL) require Adobe Acrobat Reader with Search 3.0 or greater. Acrobat Reader 4.0 with Search has been included on your IDL CD-ROM in the `/unix/rdr_srch` directory along with installation instructions in the `instguid.txt` file.

Visit the Adobe Systems Web site at www.adobe.com for the latest information and downloads concerning Acrobat Reader.

Contacting Research Systems

If you have problems with your installation, contact Research Systems technical support for assistance:

- E-mail: support@ResearchSystems.com
- Phone: (303) 413-3920
- Fax: (303) 786-9909
- Web page: <http://www.ResearchSystems.com> — Visit the Tech Tips section on our Web page for Frequently Asked Questions.

International customers should contact their local Research Systems office or distributor for technical support.